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291081

Latimer, Becky

From: Latimer, Becky
Sent: Friday, March 13, 2020 2:00 PM
To:
Subject: 2019-281-S

Dear Lillie Reed,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-281-S - Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

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If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer

Latimer, Becky

From: Latimer, Becky
Sent: Friday, March 13, 2020 1:52 PM
To:
Subject: 2019-281-S

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
 CLERK'S OFFICE

RESCHEDULED NOTICE OF VIRTUAL PUBLIC NIGHT HEARING

DOCKET NO. 2019-281-S

APPLICATION OF PALMETTO UTILITIES, INC. FOR AN INCREASE OF RATES AND CHARGES
 FOR THE PROVISION OF SEWER SERVICE AND MODIFICATIONS TO CERTAIN TERMS AND
 CONDITIONS OF THE PROVISION OF SEWER SERVICE

PLEASE TAKE NOTICE that the Public Service Commission, pursuant to S.C. Code Ann. Regs. 103-817 and
 Commission Order No. 2020-62, has scheduled a virtual public night hearing in response to the above referenced
 Docket. The virtual public night hearing will begin at 6:00 p.m. on Thursday, March 19, 2020.

STEP ONE: IF YOU WISH TO TESTIFY AT THE VIRTUAL PUBLIC NIGHT HEARING ON

THURSDAY, MARCH 19, 2020, **YOU MUST PRE-REGISTER TO TESTIFY**. TO PREREGISTER,
 YOU MUST DO THE FOLLOWING: STARTING ON FRIDAY, MARCH 13, 2020, AT 8:15 A.M.
 AND ENDING ON THURSDAY, MARCH 19, 2020, AT 3:45 P.M., PLEASE CALL 803-896-2639 AND PREREGISTER
 BY LEAVING YOUR NAME, PHYSICAL ADDRESS, AND TELEPHONE NUMBER AT 803-896-

2639. **REMEMBER YOU MUST PRE-REGISTER TO TESTIFY.**

STEP TWO: THE PUBLIC SERVICE COMMISSION IS FINALIZING DETAILS FOR WITNESSES TO
 CALL IN TO TESTIFY AND FOR NON-WITNESSES TO LISTEN VIA AUDIO ONLY.

STEP THREE: IF YOU WOULD LIKE TO WATCH THE LIVESTREAMED VIRTUAL PUBLIC NIGHT
 HEARING ON THURSDAY, MARCH 19, 2020, AT 6:00 P.M., PLEASE USE THE FOLLOWING LINK TO
 WATCH: <https://www.scetv.org/live/public-service-commission>

Persons who wish to testify before the Public Service Commission regarding the Application may
 do so at this hearing. Individuals shall be permitted a maximum of three (3) minutes for oral
 presentations. All testimony will be given under oath and entered into the record of the case subject
 to objection by the parties.

Please note that the Commissioners will be present to listen to your testimony and statements
 regarding this Application. The Code of Judicial Conduct prohibits the Commissioners from
 answering questions regarding this Application or discussing this case with you individually.
 Persons seeking further information about the Commission's procedures should contact the Commission at (803) 896-
 5100 or visit its website at www.psc.sc.gov.

Palmetto Utilities, Inc. (the Company) has filed an Application with the Public Service Commission of South Carolina
 (the Commission) for an increase of the Company's rates and charges for the provision of sewer service and
 modifications to certain terms and conditions of the provision of its service. The Company is a public utility, as
 defined by S.C. Code Ann. § 58-5-10(4) (2015), providing sewer service to the public for compensation in certain
 areas of Richland and Kershaw counties, South Carolina, pursuant to rates set by the Commission in Docket No. 2017-
 228-S.

ACCEPTED FOR PROCESSING - 2020 March 12 4:05 PM - SCPSC - 2019-281-S - Page 1, of 2

Public Service Commission of South Carolina • Attention: Clerk's Office • 101 Executive Center Drive, Suite 100 • Columbia, SC 29210
 Pursuant to S.C. Code Ann. § 58-5-240 (2015) and S.C. Code Ann. Regs. 103-512.4.A and 103-503 (2012), the
 Company requests that the Commission approve an increase in its monthly sewer service rates and the adoption of a
 charge for tampering with Company facilities and equipment. The Company also seeks modifications to certain terms
 and conditions of its rate schedule, including circumstances when the proposed tampering charge may be imposed and
 the adoption of language limiting the Company's liability for interruption of, or failure to provide, service in certain

circumstances.

THE PROPOSED CHANGES IN MONTHLY RATES AND CHARGES ARE SET FORTH BELOW

(The complete rate schedule is available from the Company at the address below and on the Commission's website at www.psc.sc.gov)

Palmetto Utilities Residential Monthly Charges Current Proposed

Residential monthly charge

Per single-family house, condominium,
villa, or apartment unit

\$52.10 \$66.62

THE COMPANY STATES IN ITS APPLICATION THAT IT WOULD BE WILLING TO CONSIDER A PHASE-IN OF APPROVED ADDITIONAL ANNUAL REVENUE OVER SOME PERIOD OF TIME TO LIMIT THE IMMEDIATE IMPACT OF THE PROPOSED RATE ADJUSTMENT.

*Charges for commercial establishments served by the Company are based upon single family equivalency (SFE) ratings set using wastewater treatment plant capacity design loading factors established in S.C. Code Regs. 61-67, Appendix A.

****All commercial customers will pay based on a minimum SFE rating of one (1), which is \$66.62 per month.**

Some commercial customers will have minimum SFE ratings greater than one (1).

If the Application or Petition in this case contains a request for adjustment of rates, the rates are subject to potential modification by the Commission during the course of this case.

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3/12/2020

ACCEPTED FOR PROCESSING - 2020 March 12 4:05 PM - SCPSC - 2019-281-S - Page 2 of 2



Save as PDF file and Email form
to: contact@psc.sc.gov

Letter of Protest
Docket No. 2019-281-S

* Required Fields

Date: * 3-1-20

Protestant Information:

Name * Lillie L. REED

Mailing Address * _____

City, State Zip * Elgin SC, 29045 Phone * _____

E-mail _____

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of Palmetto Utilities.

RECEIVED

MAR 13 2020

**PSC SC
MAIL / DMS**

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I am strongly opposed to Palmetto Utilities' request for a sewer rate hike. Any increase to my sewer bill would impose an undue burden and create a financial hardship. Further, any increase to my sewer bill would be unfair when considering that my usage has not increased.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony?

Yes, I wish to appear at a hearing in this proceeding and offer sworn testimony.

Signature Required: Lillie L. Reed



Latimer, Becky

From: Latimer, Becky
Sent: Friday, March 13, 2020 8:40 AM
To:
Subject: 2019-281-S

Dear Manuel Gaetan,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

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If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer

Public Service Commission of South Carolina

Rebecca G. Latimer (Becky)
Administration Coordinator/Clerks Office
101 Executive Center Dr. Suite 100
Columbia, SC 29210
"It's a great day in South Carolina"



* Required Fields

Date: * 3/10/2020

Letter of Protest

Docket No. 2019-281-S

Protestant Information:

Name * MANUEL GAETAN

Mailing Address * _____

City, State Zip * COLUMBIA SC

Phone * _____

E-mail _____

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I AM A CUSTOMER, ATTACHMENT TO ITEM # 2 EXPLAINS

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

SEE ATTACHMENT

RECEIVED

MAR 12 2020

PSC SC
MAIL / DMS

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

I CANNOT APPEAR IN PERSON - I AM HOMEBOUNDED

Signature Required: _____

Manuel Gaetan

ATTACHMENT to item # 2 of the Letter of Protest to the
Public Service Commission of South Carolina

I am protesting the proposed increase of the Palmetto Utilities Inc.
(DOCKET NO. 2019-281-S) on the basis that any company which attempts to request
increased charges to their customers should make an honest effort to run an efficient
operation before attempting to pass on to their customers their cost of inefficiencies.

I am attaching an example of my complaint. I am a customer (of who knows how many)
who has chosen to have his bill drafted from his bank account. Notice that right above
the bar code it reads: "Your account will be drafted on DATE."

If they are aware that this is the case, why go through the expense of enclosing an
envelope to submit payment for those customers who have chosen to have their bill
drafted? The total cost associated with this are the unnecessary activity are

- 1- Requisitioning the extra envelopes
- 2- Purchasing the extra envelopes
- 3- Paying for the extra envelopes
- 4- Paying to have them delivered
- 5- The cost of additional space for storing the extra envelopes
- 6- The labor cost of stuffing the envelopes to include with the bill.

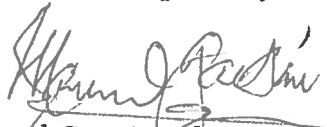
Multiply these costs by the years that they have been doing this and by the number of
customers who choose to have their bill drafted.

THE WORST PART OF THIS is that the first time that this happened to me, (several
years ago) I that I called it to their attention, and they have continued to incur these
unnecessary expenses.

Therefore, the ATTITUDE to continue to do what they know is more costly may be the
tip of the iceberg, expecting to pass on to their customers the costs associated with
running an inefficient operation.

My request is that they show evidence that they have had a consultant look over their
operations and they have implemented the recommendations suggested.

This is a project that students in the Management track of the Darla Moore School of
Business could possibly undertake. It's worth pursuing.


Manuel Gaetan, PhD, PE

**MAKE CHECKS PAYABLE TO:**

PALMETTO UTILITIES, INC. - PRC
1713 WOODCREEK FARMS RD, SUITE A
ELGIN, SC 29045
(803) 699-2422

ACCOUNT NUMBER

IF YOU HAVE ANY QUESTIONS CONCERNING
THIS BILL CALL (803) 699-2422

BILLING DATE	03/01/2020
DUE DATE	03/31/2020
TOTAL AMOUNT DUE	52.10
AMOUNT PAID	
CHECK NUMBER	

MANUEL GAETAN

COLUMBIA, SC

YOUR ACCOUNT WILL BE DRAFTED ON 03/24/2020

**TO INSURE PROPER CREDIT TO YOUR ACCOUNT, PLEASE RETURN TOP PORTION WITH YOUR PAYMENT**

PALMETTO UTILITIES, INC. - PRC
1713 WOODCREEK FARMS RD, SUITE A
ELGIN, SC 29045
(803) 699-2422

**THIS BILL DOES NOT EXTEND TIME FOR PAYMENT OF ANY PREVIOUS
BALANCE.****PLEASE KEEP THE BOTTOM PORTION FOR YOUR RECORDS.
RETURN TOP PORTION WITH PAYMENT.****PALMETTO UTILITIES, INC - PRC - CUSTOMER RECORD****COMMENTS** Please see reverse side for important information regarding payment methods**PLEASE NOTE THAT OUR WEBSITE HAS CHANGED TO WWW.NIPACOLET.COM**

Please note if a customer's service is disconnected, payments must be made in cash or money order to restore service.

SERVICE ADDRESS

309 FALLEN LEAF DR

BILLING DATE

03/01/2020

ACCOUNT NUMBER**DESCRIPTION OF SERVICES****SERVICE
FROM**
01/07/2020**SERVICE
TO**
02/06/2020**CONSUMPTION
UNITS****AMOUNT**

RESIDENTIAL 5/8" BASE CHARGE

52.10

Online payments can be made at www.nipacolet.com. Choose the Pay Online/Online Payment option, select your utility provider Palmetto Utilities, Inc. - PRC and follow the prompts. There is no additional charge or administration fee for online payments and we accept MasterCard, Visa, Discover and Electronic checks.

Office Hours: 8:30 A.M. To 4:30 P.M.

All rate schedules are approved by the S.C. Public Service Commission and are available for viewing at our office. For emergencies call 803-699-2422 (24 hours a day).

All past due accounts will be charged a 1.5% Late Fee
All past due amounts are subject to a \$25.00 Certified Notification Fee

PREVIOUS BALANCE	52.10
PAYMENT RECEIVED	52.10
PAST DUE AMOUNT	.00
CURRENT CHARGES	52.10
TOTAL AMOUNT DUE	52.10

YOUR ACCOUNT WILL BE DRAFTED ON 03/24/2020

Latimer, Becky

From: Latimer, Becky
Sent: Friday, March 13, 2020 2:02 PM
To:
Subject: 2019-281-S

Dear Harry Reed Jr.,

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Sincerely,
Becky Latimer

Latimer, Becky

From: Latimer, Becky
Sent: Friday, March 13, 2020 2:03 PM
To:
Subject: 2019-281-S

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
 CLERK'S OFFICE

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APPLICATION OF PALMETTO UTILITIES, INC. FOR AN INCREASE OF RATES AND CHARGES
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3/12/2020

ACCEPTED FOR PROCESSING - 2020 March 12 4:05 PM - SCPSC - 2019-281-S - Page 2 of 2



* Required Fields

Letter of Protest
Docket No. 2019-281-S

Date: * 3-1-20

Protestant Information:

Name * HARRY R REED JR.

Mailing Address * _____

City, State Zip * ELGIN SC _____ hone * _____

E-mail _____

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of Palmetto Utilities. yes, I live in Elgin SC, Richland
county

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I am strongly opposed to Palmetto Utilities' request for a sewer rate hike. Any increase to my sewer bill would impose an undue burden and create a financial hardship. Further, any increase to my sewer bill would be unfair when considering that my usage has not increased.

RECEIVED
MAR 13 2020
PSC SC
MAIL / DMS

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Yes, I wish to appear at a hearing in this proceeding and offer sworn testimony.

Signature Required:

Harry R Reed Jr.